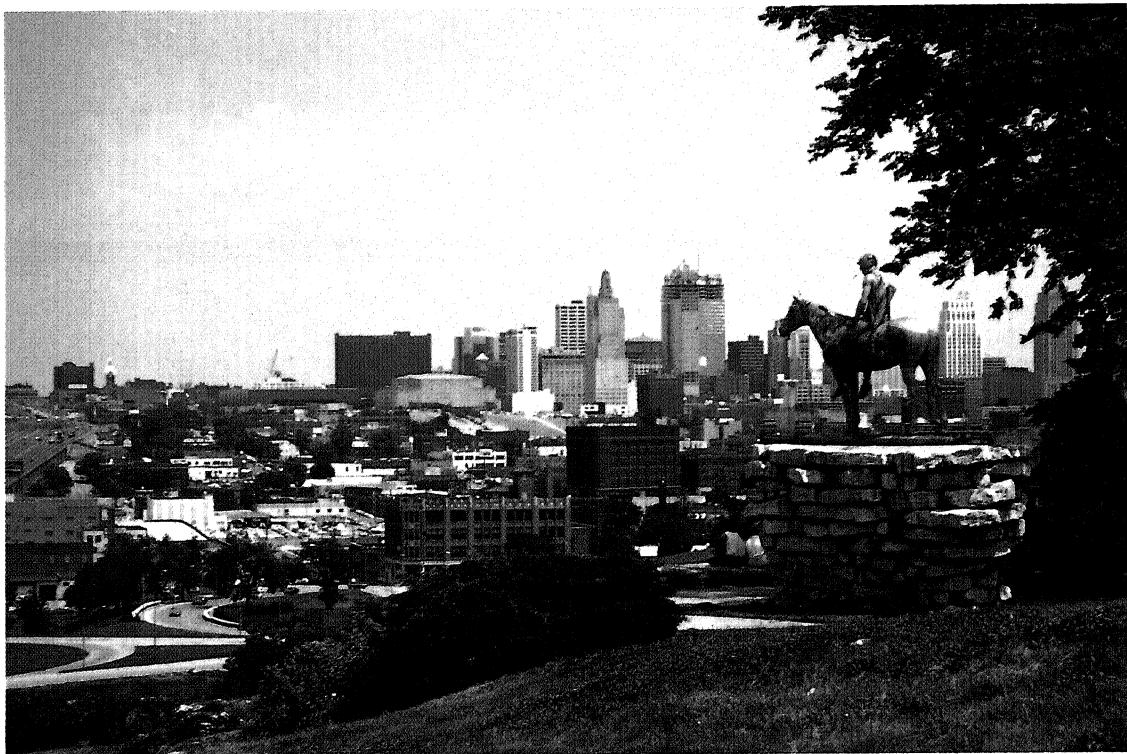




Nancy Lee Fryer, EDS
Mary Lou Snitzmier, Illustrator
TRAINING AND DEVELOPMENT
RESOURCES MANAGEMENT DIVISION
FALL 1987

Welcome . . .

to Kansas City



KANSAS CITY SERVICE CENTER
2306 EAST BANNISTER ROAD
KANSAS CITY, MISSOURI

Welcome to Kansas City and to the Kansas City Service Center. I hope you will enjoy your stay with us.

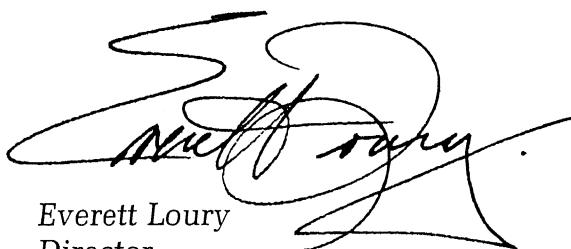
The Kansas City Service Center is the oldest service center in the nation, and our goal is to be the best. Toward this end, we have undertaken a major organizational transition. As part of a team effort, we developed our FOCUS statement.

To achieve our FOCUS, the KCSC leadership practices encourage us to pursue our values of being:

Dynamic	Encourage individual and organizational growth and be responsive to contemporary needs;
Purposeful	Have a clear sense of direction which the organization commits to and uses to evaluate all the results and activities;
Fulfilling	Recognize that our work is meaningful and contributes to the needs of the individual, organization, and society;
Supportive	Promote inter- and intra-group harmony and teamwork.

With these values in mind, we have compiled this booklet and the accompanying guides to help make your stay at the Kansas City Service Center as enlightening, interesting, and enjoyable as possible.

While you are here, I hope you have an opportunity to explore our beautiful Kansas City.



Everett Loury
Director

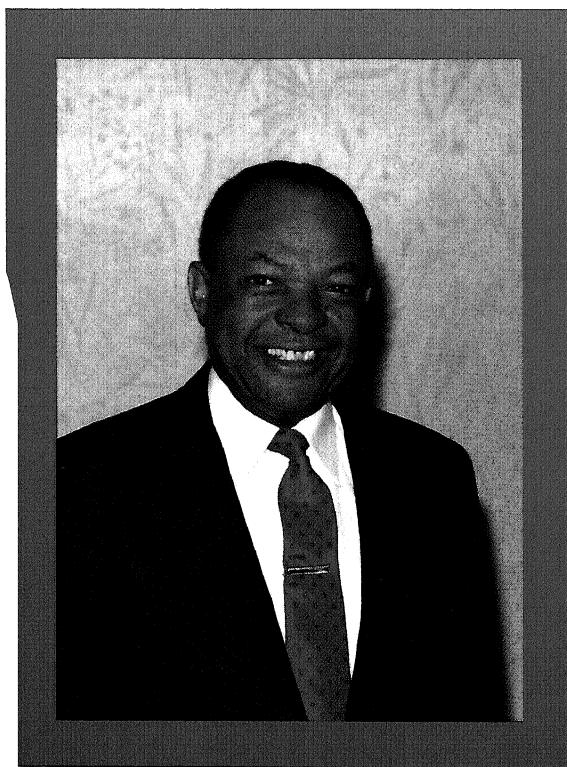


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The Harry S. Truman Library and Museum in Independence is devoted to the career and administration of former President Truman and the history and nature of the Presidency.

Home of Harry S. Truman, 33rd President of the United States. This home was built after the Civil War by Mrs. Truman's grandfather.



KANSAS CITY

Easterners think of Kansas City as a wild western town full of cowboys; folks from the South think they are "up North"; and travelers from the West think of Kansas City as being "back East." Located in the geographic center of the continental United States, the "heart of America" has the best characteristics of each section.

Kansas City is a big, beautiful city spread over more hills than ancient Rome with a network of public parks connected by stately boulevards. The area is graced with a myriad of ponds and lakes and has often been known as a city of fountains. The "Mighty Missouri" flows along its northern border. The City is complex, a collage of fifty towns in two separate states and six counties. As you look to the west across the state line, you will see Kansas City, Kansas. Its skyline and grain elevators are a backdrop for the intersection of two great rivers—the Missouri and the Kansas, which natives call the Kaw. The bottomland boasts of stockyards, famed for its steaks, cattle pens, and the activity at the Livestock Exchange and the American Royal—one of America's leading livestock and horse shows.

Kansas City grew first upon the bluffs overlooking the river. In 1806 Lewis and Clark, two explorers returning from the Pacific,

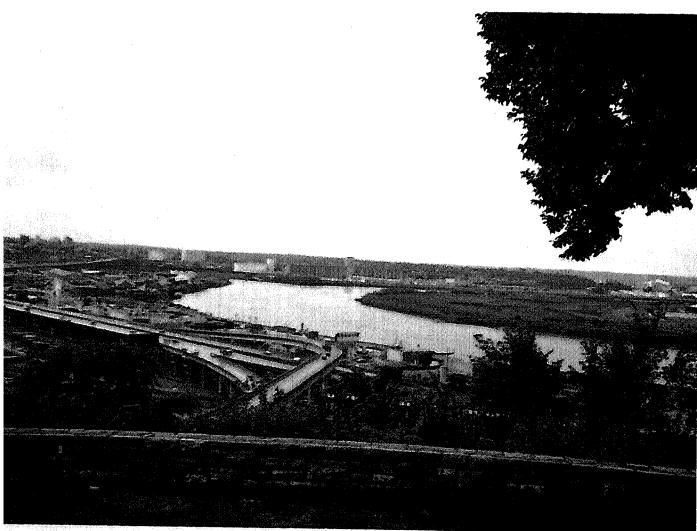
scaled this spot. They wrote in their journal that the bluff was ideal for a fort and "from the top of the hill you have a perfect command of the river." In 1838 John C. McCoy and some other investors purchased 257 acres of land near the great bend of the Missouri River, at the foot of what is now Grand Avenue, and planned and built a city. They chose the "Town of Kansas," naming it after the Kanza Indians who lived in the area. In 1889 the name was officially changed to Kansas City.

During the 1880s, Kansas City had all the trappings of a sophisticated boomtown: gambling halls, saloons, fine restaurants, and about 150 brothels. Eastern investors financed much of the construction that took place, knowing there was big money in Kansas City.

From this modest start, Kansas City has grown into a metropolitan center of the Midwest. We are an area that is rich in historical significance: Lewis and Clark, the Santa Fe Trail, Jesse James, and Harry S. Truman are a few of the names that give Kansas City its one-of-a-kind heritage. It is a city that treasures its past, protecting such landmark buildings as the Folly Theater, where the likes of Sarah Bernhardt and Al Jolson performed.

Kansas City is a pioneer town, yet the emphasis downtown is on the new. City Center Square is a unique six-sided structure which rises thirty stories high and encompasses an entire city block. It houses more than 90 specialty shops, boutiques, restaurants, and retail shops of every nature.

Kansas City is a city of taste; it has something for everyone. Visitors find a world of shopping from the elegant to the unusual. There is the Country Club Plaza, the first



The Lewis and Clark Point overlooking the "Mighty MO."

shopping center in the United States, Westport Square, Crown Center, and downtown. One can browse through the treasures of the Nelson Art Gallery, listen to Kansas City Jazz, or picnic in Swope Park.

The City features professional sports played year-round: baseball, football, soccer, and more. Kansas City is rich with culture and history. It has a leading zoo, theme parks, a symphony, ballet, and opera. Independence, the proud home of "Give 'Em Hell Harry" S. Truman offers bountiful history and scenic beauty. You're never far from famous brand barbecue or Kansas City steaks.

According to the 1980 census, the Kansas City metropolitan area is home to 1,493,900 residents. In Kansas City, Missouri, an area of 316 square miles, 448,159 reside. Kansas City is the 26th largest city in the nation—comparable in size to such cities as Seattle and Denver.

Long known for its agricultural endeavors, it is one of the nation's leading fruit, vegetable, and wheat markets. The Grain Contact Exchange is one of only five in the world. Greater Kansas City ranks 6th among the 30 largest metropolitan areas in per capita retail sales.



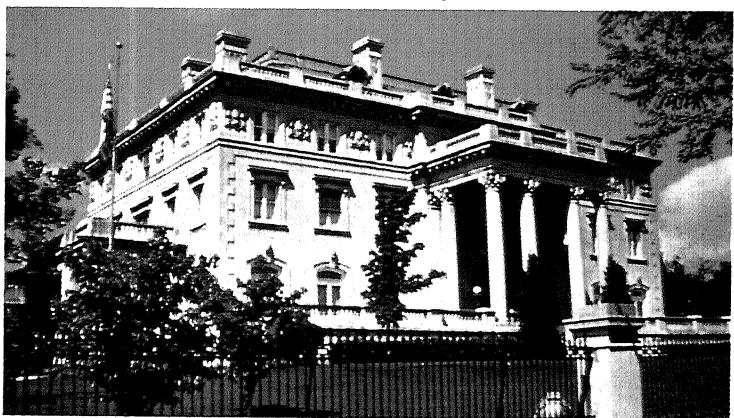
Union Station, to the left, is one of the largest in the world.

To the right is the \$200 million Crown Center Complex.

Kansas City ranks 1st in greeting card and envelope production; 1st in underground storage space; 1st in Foreign Trade Zone space; 2nd in wheat flour production; 2nd as a rail center; and 2nd in automobile and truck production.

Kansas City is a cosmopolitan town; it has the sophistication and opportunities of a large city with an outlook for the finer things in life, yet retains the charm and pace of a small town.

We agree with Rodgers and Hammerstein in the musical *Oklahoma*—"Everything is UP-TO-DATE in Kansas City . . ."



Kansas City Museum is housed in the former R. A. Long mansion. Its educational program is recognized as one of the finest in the nation.

KANSAS CITY SERVICE CENTER

The Kansas City Processing Center was first established in June 1947. Its major activity consisted of matching Form W-2A and W-2B with Dividend and Interest Form 1099 information. If taxpayers failed to report the full amount of their income, this information was returned to District Offices for compliance activity. The Center also performed the major operations of labeling and mailing individual tax returns for all taxpayers throughout the United States. Originally, this was accomplished through manual procedures. In 1952, the Center obtained 60 mail labeling machines with the use of addressograph plates.

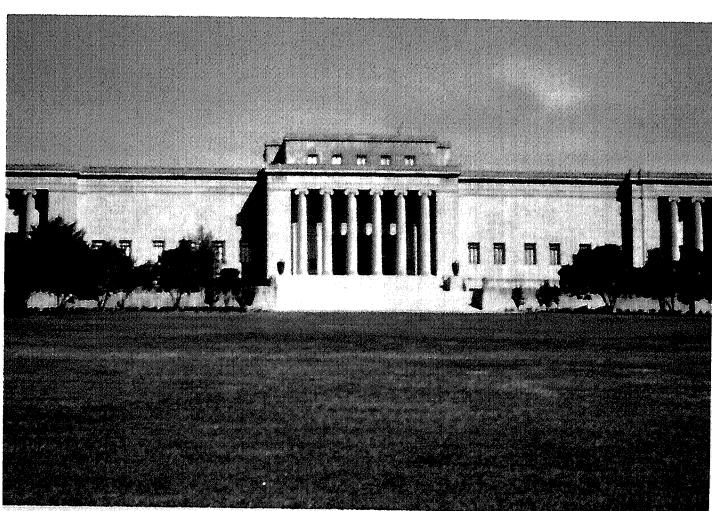
The Kansas City Service Center was established as a pilot data processing center in 1955 and is the oldest service center in the nation. When first established, IBM key punch machines, sorters, collators, and 604 calculators were rented. This was the old card punch and card verification process. The name and address of the taxpayer was maintained on one card with the tax refund information maintained on another. They were matched in blocks of 100 to issue the refunds.

In the early 1960s, the service center initiated the data processing of business tax returns, starting with Form 941 for the Chicago District Offices. This was later expanded to other business returns and other district offices in the Kansas City Service Center area, including the states of North Dakota, South Dakota, Iowa, Illinois, Minnesota, Missouri, Nebraska, and Wisconsin.

The original physical facility for the Kansas City Service Center was located at 1500 E. Bannister, near 95th Street and Troost Avenue. This was in the portion of the old Bendix Corporation World War II production plant. These were the days before air conditioning. Huge fans blew air across the rooms in the hot summer days. Occasionally, when the temperatures soared over 105 degrees, employees were released in the afternoons.

In September 1961, flash flooding from the Little Blue River flooded the basement in which hundreds of IBM accounting machines, hundreds of thousands of IBM cards, and tax forms were located. Employees moved over 200 tons of equipment and tax returns data to upper floors, reporting that not a single document was lost.

The service center moved to its present location in the GSA building at 2306 E. Bannister in November 1964. This required extensive renovation for the new Master File Processing.



William Rockhill Nelson Gallery and Mary Atkins Museum of Fine Art house a world renowned collection of paintings and objects of art.

The KCSC occupies approximately ten acres in this building. In addition, two annexes house the main warehouse and the returns files area. The Compliance function is located in the Brymar Building in Prairie Village, Kansas.

With the addition of more sophisticated computers (including Sperry Univac 1182 and 1184, Composite Mail Processing System, and the Optical Character Recognition equipment), the volume of returns and documents processed at the KCSC continue to expand.

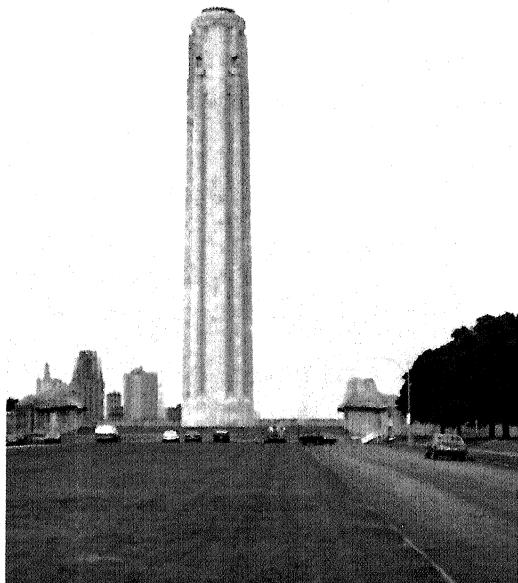
In 1955, the Kansas City Service Center processed about one million 1040A tax refunds. By 1959 and 1960, it processed over 21 million refunds for one-third of the country.



The magnificent twin-stadium sports complex is the home of the Kansas City Chiefs and the Royals.

In 1986, the Kansas City Service Center processed over 20 million tax returns. In addition, it processed approximately 20 million taxpayer letters, requests, information notices, and other documents. Approximately 7 million Federal Tax Deposits were processed with a total tax payment approaching \$85 billion, with the accounts balanced and maintained at the Kansas City Service Center.

We take great pride in this growth!



The Liberty Memorial commemorates those who died in World War I.



Worlds of Fun amusement park includes the Orient Express—the world's largest steel roller coaster.

ADMINISTRATIVE DETAILS

Hours

Most class hours run from 7:30 a.m. to 3:50 p.m. Be sure to check your individual training schedules.

Dress

Visitors to the service center should wear business attire.

Identification

Since KCSC is a controlled access Federal Building, identification badges must be worn to gain access to the building and should be worn throughout your stay. On your arrival at the KCSC, check in with the guard in the lobby and sign the register provided.

1. You may use the badge issued by your own IRS office.
2. If you do not have your own badge, you will be issued a non-photo visitor's badge. At the end of the day, return this visitor's badge to the guard at the front desk.
3. Wear your badge in front above the waist and no higher than the shoulders.

Cafeterias

There is a cafeteria located in the main building and three canteens. Breakfast is served in the cafeteria beginning at 6:30 a.m.

There is a cafeteria in the Brymar Building on the first floor and various vending machines are available.

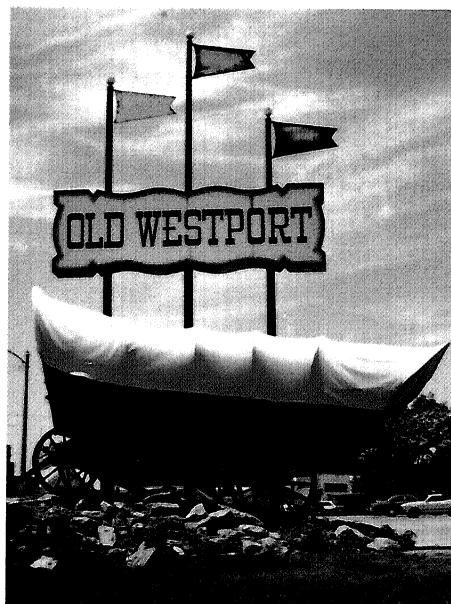
Cameras

Cameras may not be brought into the service center unless special arrangements have been made and prior approval obtained from the proper Security authorities.

Telephones

If you cannot attend a meeting or class for any reason, please contact the person in charge at the appropriate number. In case of emergencies, you will be notified immediately. Other phone messages will be taken and posted on the bulletin board outside the training room.

Westport was the site of a trading post in 1833. Today it is a district of popular night spots, including Kelly's—the oldest continually occupied building in Kansas City.



Mail

Personal mail should be sent to your place of lodging. Official mail should be addressed to:

Internal Revenue Service
Training and Development Branch Stop 14
Attention (Name of Individual)
(Name of Class or Meeting Attending)
P.O. Box 24551
Kansas City, MO 64131

Nurse

Federal visitors to KCSC can be referred to the Health Unit (926-5891) if they become ill or need medical assistance while at the Center.

The Health Unit can provide treatment for minor injuries and illnesses. If necessary, the Health Unit staff will gladly assist in procuring the services of a local physician or health provider. Various area hospitals are shown in the MAPS PAMPHLET.

Should an accident occur, the Health Unit will assist with appropriate care and with the disbursement of timely Office Workers Compensation Program forms.

Housekeeping

Our classrooms are used for both day and night classes; therefore, the instructor and students must leave the room ready for the next class. In order to maintain the attractiveness of the training rooms, we request that:

1. No items be tacked or taped to the classroom walls. You may tape to the vertical metal strips.
2. No food or beverages should be brought into the training rooms.
3. No smoking is allowed in the training rooms. Hall receptacles are provided for smoking during break periods.



TRANSPORTATION

AIRLINES

Kansas City is serviced by a number of airlines including: Air Midwest, American, Braniff, Capitol Air Service, Continental, Delta, Eastern, Iowa Airways, Midway, Northwest Orient, Ozark, Republic, Southwest, TWA, United, US Air, Western, and World.

The Kansas City International Airport is located 25 minutes northwest of downtown Kansas City. From aircraft to curbside is less than 75 feet. Taxi, express bus, limousine, and rental car service are located conveniently nearby.

PUBLIC TRANSPORTATION

The Metro, Kansas City's public bus system, serves all counties except Johnson County, Kansas. Fares vary according to the distance traveled. The minimum fee is 60 cents in exact change; transfers are available.

The Metro also provides express service from several major locations in the area to sporting events. Schedule route information may be obtained by calling 816-221-0660.

Taxis fares are established by each company. Fares must be displayed on the outside of each cab and riders are not required to take the first taxi in line.

Trolleys operate from 11:00 a.m. to 1:00 a.m., Monday through Saturday, May 6 through October 5. Routes extend from the Central Business District through Crown Center, Westport, and the Plaza.

KCI EXPRESS

The KCI Express, a bus shuttle service, continuously makes trips between KCI Airport and many hotels in the different sections of the metropolitan area.

The GREEN signs at KCI Airport designate stops for Group Transportation to Downtown Kansas City, Missouri, Crown Center, the Plaza, and Johnson County.

AIRPORT EXPRESS

There are continuous trips to and from KCI Airport from many hotels in the metropolitan area. Call 243-5950 for information.

AUTO RENTAL

Avis	Kansas City International Airport, 243-5760
Budget	1227 Wyandotte, 471-5955
Dollar	1304 Main, 421-5666
Hertz	Kansas City International Airport, 243-5765
National	Kansas City International Airport, 243-5770

WEATHER

All seasons come to Kansas City in full measure. The dark of winter begins the year, transforming the city into fields of white.

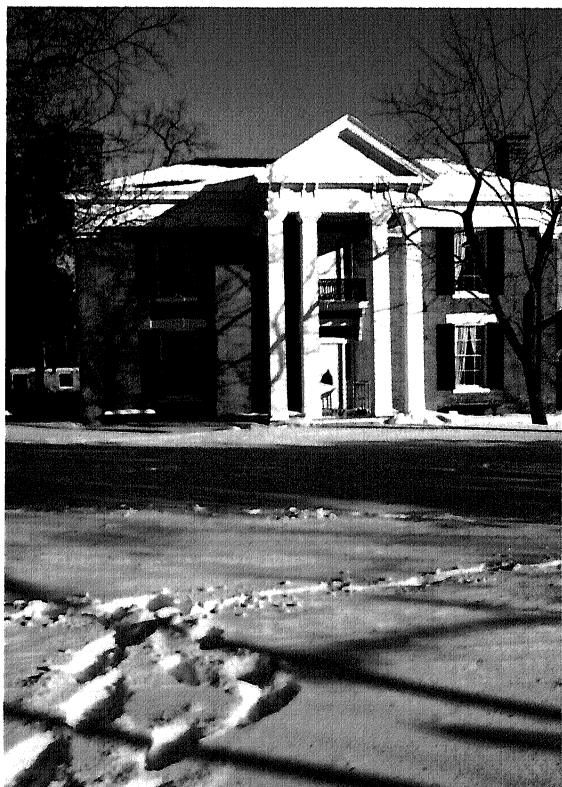
Spring comes early with its burst of fragrances and colors from redbud trees, forsythia bushes, tulips, and crocuses. The city experiences the usual spring showers in addition to thunder storms and occasional tornado warnings in April, May, and June.

Kansas City probably is more notable for its summers. Though the days tend toward just hot and sticky, with an average temperature of 77 degrees, it will at times top 100 degrees and frequently reaches into the 80s and 90s. Indian summer resumes the rhythm of the seasons with firey fall tints in the oak and maple leaves.

To stay abreast of the daily weather, call the National Weather Services, 471-4840, for a tape-recorded message.

AVERAGE CLIMATE DATA

	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Mean temp.	29.7	33	43.2	55.7	65.4	74.8	79.7	78.2	70.3	59.2	44.9	33.9
Max. temp.	38.2	41.9	52.9	65.4	74.8	84	89	87.6	80.1	69.2	53.8	41.8
Min. temp.	21.2	24.1	33.5	45.9	55.9	65.6	70.3	68.6	60.5	49.2	35.9	25.9
Precip.	1.34"	1.45"	2.56"	3.33"	4.60"	4.90"	3.83"	3.96"	4.20"	2.86"	1.84"	1.44"



Sailboats on Lake Jacomo, one of Kansas City's beautiful lakes.

Wornall Homestead—built in 1858 by John Wornall on his 640-acre farm, this house was in the center of heavy fighting on October 23, 1864. After the last Confederate charge to the north toward Westport was repulsed, this house was used as a field hospital for both Union and Confederate wounded.

ATTRACTIOnS

AMERICAN ROYAL CENTER—The three building complex includes Kemper Arena and is home to the American Royal Livestock, Horse Show, and Rodeo. Among the nation's largest, the center also is the site of numerous expositions.

BOARD OF TRADE—Headquarters to the world's second busiest grain exchange, the two-story trading floor has a visitors' gallery to watch the process of buying and selling grain.

CITY CENTER SQUARE—A unique six-sided structure encompassing an entire city block, this 30-story superstructure towers over the heart of downtown Kansas City and houses more than 90 specialty shops, boutiques, restaurants, and retail shops of every nature.

CONVENTION CENTER—The Municipal Auditorium and the H. Roe Bartle Exhibition Hall house exhibitions, shows, and conventions throughout the year.

CROWN CENTER COMPLEX—This \$200 million downtown suburb includes offices, apartments, retail outlets, restaurants, Crown Center Hotel, Hyatt Regency Hotel, and parking facilities for over 7,000 vehicles.

COUNTRY CLUB PLAZA—The world's first suburban shopping center boasts more than 160 retail stores, restaurants, cocktail lounges, sidewalk cafes, 30 major works of art, and ample free parking. The Plaza Christmas lights are a nationally known tradition.

GIRALDA TOWER, Country Club Plaza—beautiful example of the Spanish-style buildings in the Plaza.

HARRY S. TRUMAN INDEPENDENCE HOME—Called the "Summer White House" during the presidency of our 33rd President of the United States. Mrs. Truman's grandfather made major additions to the original pre-Civil War structure in Independence, Missouri, after he purchased the property in 1869.

HARRY S. TRUMAN LIBRARY AND MUSEUM—This library just off of U.S. 24 at Delaware in Independence contains historical documents, relics, and a reproduction of the president's office, as well as a mural by the nationally known Kansas City artist, Thomas Hart Benton.

HARRY S. TRUMAN SPORTS COMPLEX—This magnificent twin-stadium complex in eastern Jackson County at I-70 and I-435 is the home of the Kansas City Chiefs and the Kansas City Royals.

KANSAS CITY MUSEUM—Serving the Kansas City area, the museum is housed in the former R. A. Long 70-room mansion. Its educational program is recognized as one of the finest in the nation.

LIBERTY MEMORIAL—Commemorating those who died in World War I, the Liberty Memorial has been a Kansas City landmark since 1926. The tower which bears the "Torch of Liberty" stands over 200 feet tall and has an observation deck at the top. The museum in the west building is only one of its kind specializing in World War memorabilia.

MORMON HERITAGE AREA—Located at River and Walnut Street in Independence, this area was designated the City of Zion for followers of the Mormon faith when Joseph Smith consecrated a temple site at this location in 1830. Two branches of the faith have their headquarters here and the Utah Mormons maintain an information center.

NELSON-ATKINS MUSEUM OF ART—The Nelson is internationally known for its collection of oriental art and artifacts from around the world. Located at 4525 Oak, it is one of the country's largest art museums.

PIONEER MOTHER MEMORIAL—This 13-foot high bronze statue in Penn Valley Park represents the pioneer spirit of all women who made the westward trek by covered wagon to settle the Great West.

The SCOUT—This statue in Penn Valley Park has long been a symbol of Kansas City since its dedication in 1922. The statue was cast for the 1914 Panama-Pacific Exposition in San Francisco. The sculpture was exhibited in Kansas City, while on a nationwide tour, and the people became so fond of it, they raised money to make it a permanent display.

SWOPE PARK—The second largest municipal park in the country, it is the home of the Kansas City Zoo and the Starlight Theater. It is located at Meyer Blvd. at Swope Parkway.

UNION STATION—This massive railway terminal, built around 1914, is one of the largest in the world. This was the site of the infamous "Union Station Massacre" involving "Pretty Boy Floyd." It is located at Pershing Road at Main.

UNITY VILLAGE—A 1,400-acre site located at M-350 at Colbern Road is the world headquarters of the Unity School of Christianity. The grounds include lovely formal gardens, fountains, lakes, a beautiful rose garden, and the carillon tower.

WESTPORT SQUARE—Extending from Westport Road from Pennsylvania to Broadway, this was the site of a trading post in 1833. Today it is a district of popular night spots including Kelly's—housed in one of the oldest buildings in town. Westport Square features specialty shops, friendly bars, and good restaurants.

WORLDS OF FUN—This popular family amusement park (I-435 Parvin Road, Exit 54) includes the Orient Express—the world's largest steel roller coaster, and the Incred-O-Dome for special effects movies and concerts by famous entertainers. There are over 100 rides and live shows. Oceans of Fun, a swim park, is located adjacent to Worlds of Fun.

John WORNALL HOUSE—This carefully restored house, 61st Terrace and Wornall Road—was built in 1858 and served as a hospital during the Civil War.



CALENDAR of EVENTS

JANUARY	Boat, Sport, and Travel Show International Auto Show	Renaissance Festival (weekends in September-October)
FEBRUARY	Golden Gloves—amateur boxing Municipal Auditorium Flower, Lawn and Garden Show N.A.I.A. Track and Field Championships—Municipal Aud. Police Circus	Art Westport Plaza Fine Arts Fair Kansas City Blues Festival Weekend festival—dates and months may vary
MARCH	Home Show—Bartle Hall Big 8 Conference Basketball Tournament-Kemper Arena N.A.I.A. National Basketball Tournament—Kemper Arena St. Patrick's Day Parade; street party follows downtown & Westport Easter Parade—Country Club Plaza	OCTOBER Renaissance Festival continues Missouri Town 1855 Fall Festival Columbus Day Celebration Shrine Circus
APRIL	Ice Capades—Kemper Arena Lyric Opera Festival Royals' home opener	NOVEMBER American Royal Livestock Horseshow, and Rodeo American Royal Parade Country Club Plaza Christmas Lighting Ceremony—Thanksgiving evening
MAY	Jazz Lover's Pub Crawl	DECEMBER Country Club Plaza Christmas Lights—hundreds of thousands of colorful bulbs outline shopping district, carriage rides, carolers
JUNE	Hospital Hill Run	Mayor's Christmas Tree—Crown Center Square
JULY	Heritage Art Show—Museum Kansas City Rodeo—Benjamin Stables Spirit Festival Indian Club Pow-Wow	
AUGUST	Ethnic Enrichment Festivals K.C. Jazz Festival U.S.A.F. aerial show—Richards-Gebaur Air Force Base	
SEPTEMBER	Santa-Cali-Gon Days (Labor Day weekend)—Independence celebrates opening of Santa Fe, California, and Oregon Trails	



SHOPPING CENTERS

BANNISTER MALL

BLUE RIDGE MALL

CITY CENTER SQUARE

CROWN CENTER

COUNTRY CLUB PLAZA

INDEPENDENCE CENTER

METCALF SOUTH

METCALF 103

MISSION SHOPPING CTR.

OAK PARK MALL

PRAIRIE HILLS

WARD PARKWAY

WESTPORT

I-435 and Bannister Road, Kansas City, Missouri

4200 Blue Ridge Blvd., Kansas City, Missouri

1100 Main, downtown Kansas City—over 25 shops and restaurants

25th and Grand Avenue, Halls Crown Center, Kansas City, Missouri.

Nation's first shopping center—modeled after Seville, Spain. Within a 14-block district, there are over 150 shops and services and 30 restaurants. The ornate towers, sparkling fountains, imported statuary, pastel-colored buildings, and ironwork create an exciting European atmosphere.

I-70 and M-291, Independence, Missouri.

95th and Metcalf, Overland Park, Kansas

103rd and Metcalf, Overland Park, Kansas

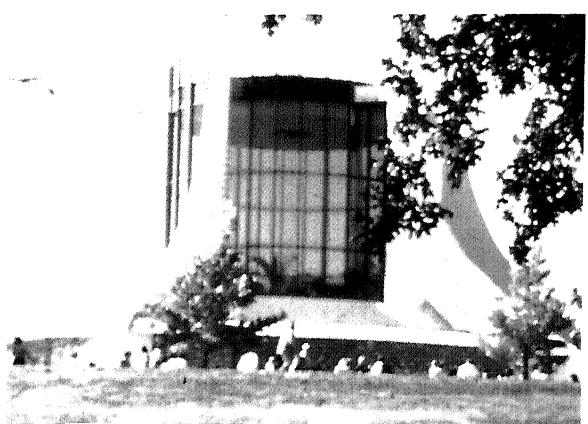
4901 Johnson Drive, Mission, Kansas

95th and Quivera, Overland Park, Kansas

Tomahawk and Mission Roads, Prairie Village, Kansas

86th and Ward Parkway, Kansas City, Missouri

Westport Road and Broadway—K.C.'s oldest shopping center.





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